

# Tripler Army Medical Center

## Patients' Rights and Responsibilities

All Medical Center and Dental Activity personnel will support these rights.

### Access to Care:

Patients have the right to medical and dental care and treatment consistent with available resources and accepted standards. Patients have the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health.

### Participation in Care Planning

The patient has the right to make informed decisions regarding his/her care, to be told of her/her health status and to be a part of care planning and treatment. The patient has the right to decide if family members will participate in his/her care. The patient has the right to be involved in ethical questions that arise regarding his/her care and to refuse treatment, including withholding resuscitative services, foregoing or withdrawing life sustaining treatment to the extent permitted by law. The patient has the right to choose a decision maker in the event the patient is incapable of understanding a proposed treatment or procedure or is unable to communicate his/her wishes regarding care.

### Advance Health Care Directive:

The patient has the right to have an Advance Health Care Directive which allows the patient to specify their health care wishes. The patient also has the right to name a person who would make health care decisions of the patient if he/she is unable to do so, to the extent permitted by law and hospital policy.

### Cultural and Religious Beliefs

The patient has the right to express spiritual beliefs and cultural practices, as long as these do not harm others or interfere with treatment. The hospital will provide pastoral counseling services for patients who request them.

### Communication Support

The patient has the right to effective communication or foreign and sign language interpreters. If any form of communication is withheld, including visitors, mail or telephone calls, the patient or his/her legal representative will be involved in the decision.

### Ethical Issues/Care at the End of Life

The patient has the right to be involved in ethical questions that arise in the course of his/her care. Decisions about care at the end of life will be handled with respect and sensitivity. If a patient or family would like to call an Ethics Committee member for help, please call 433-5780 during duty hours. During non-duty hours, contact the Acting Officer of the Year.

### Respect and Dignity:

Patients and visitors, to include those with special needs, have the right to considerate and respectful care, with recognition of personal dignity. Patients should be considerate of the rights of other patients and medical and dental staff to include controlling noise and disturbances and following smoking policies. Staff will communicate with patients in a language or form understandable to the patient. Patients and visitors have the responsibility to inform the staff of any special needs or assistance that they require. Patients and staff must respect the property of others and of the facility.

### Privacy and Confidentiality:

Patients have the right to privacy and confidentiality (as permitted by law and regulation) of all information concerning patient care or services. This includes privacy of written and oral communication and privacy during personal care. Case discussion, consultation, examination and treatment will be conducted so as to protect each patient's privacy. The staff will take reasonable steps to ensure patient security.

### Protective Services

The patient has the right to access protective services. The names, addresses and telephone numbers of protective services agencies will be provided upon request.

### Identity:

Patients have the right to know at all times the name, professional status, and professional credentials of the health care personnel responsible for their care.

### Pain Management:

Patients have the right to respectful and responsive care, which includes treatment of symptoms, appropriate assessment and management of pain.

### Refusal of Treatment:

Patients have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of refusal.

### Research:

Patients must be advised if the facility proposes to perform research associated with his or her care or treatment. Patients have the right to consent or refuse to participate in any proposed research studies affecting care and treatment, and to have those studies fully explained prior to consent. Any refusal to participate will not compromise a patient's access to other Hospital services.

### Informed Consent:

Patients have the right to an explanation concerning diagnosis, treatment, procedures, and prognosis of illness in non-medical terms that the patient can understand prior to the start of any procedure and/or treatment requiring such consent, except in life threatening emergencies. In order to make knowledgeable decisions on treatment, patients and his/her family has the right to explanations regarding expected benefits, potential risk or complications prior to providing informed consent. The patient has the right to know of any medically significant alternatives for care or treatments. When it is not medically advisable to give such information to the patient, the information should be provided to appropriate family member(s) or, in their absence, another appropriate person. Patients are responsible for participating with the health care provider in designing a medical treatment plan to include follow up care that they will be able to comply with. This includes keeping appointments on time and notifying the facility when appointments cannot be kept.

### Medical Records:

Patients must ensure medical records are promptly returned to the medical facility for appropriate filing and maintenance when the patient transports records. All medical records documenting care provided are the property of the U.S. Government.

### Safety:

Patients and families have a responsibility to be involved with the staff as partners in their medical care, with the goal of safe patient care. The patient and family is responsible for:

(a) Providing accurate and complete information about their health and condition, reporting unexpected changes in their condition and reporting any perceived risks in their care.

(b) Asking questions in order to understand their condition and what they are expected to do.

(c) Following the recommended care plan or course of treatment.

(d) Expressing concerns about their ability to follow the proposed plan or treatment and understanding the consequences of treatment alternatives and of not following the proposed course.

### Financial:

Patients have the right and responsibility to seek information from the Health Benefits Advisors regarding health care expenses. Patients and families are responsible for prompt payment of any financial obligation agreed to with the medical facility.

### Hospital Policies and Procedures:

Patients and visitors will be informed and need to follow the Medical Center's policies and procedures concerning patient care and conduct, to include policies regarding smoking, noise control and visitors. By following these policies, patients will help the Medical Center staff provide the best possible care for all beneficiaries.

### Requests for Assistance and Feedback:

Patients and families provide feedback about hospital services, needs and expectations to TAMC staff. Patients may request assistance from any member of the TAMC staff. Questions and recommendations regarding quality of medical care, policies, services or other concerns may be addressed to the Patient Representative at 433-6336 or the Inspector General at 433-6619. Accepting outcomes/consequences if the care plan or course of treatment is not followed. Patients have the right to be informed about the outcomes of care, to include those that differ significantly from the anticipated outcomes.